

1. In order to use CorrLinks Video Service, you must meet the following requirements:
  - a. A computer running Microsoft Windows 7 (or newer versions). **Windows phones are not supported.**
  - b. Your computer must have a webcam, speakers, and microphone; all of which must be fully functional under Windows before trying to install CorrLinks Video Service.
  - c. You must have administrative rights on the computer you will be using, so that you can install the CorrLinks Video Service software.
  - d. Your computer must have high speed internet service that has the sufficient capacity and quick responsiveness needed to host a video session. The service requires a minimum of 500 kbps download and upload speed, and latency less than 100 ms.
  - e. The network connection has to allow the CorrLinks Video Service to be able to communicate with the secure servers controlling the video session.
2. CorrLinks Video Service is *only* compatible with Microsoft Windows. (Please note, the Microsoft Surface RT is **not** supported).
3. CorrLinks Video Service is not compatible with Macbooks.
4. You will not be able to join a video session, if your computer does not meet the system requirements.

# CorrLinks Video Service FAQ

<p><b>General Questions &amp; Answers</b></p> <p><a href="https://corrlinks.blob.core.windows.net/videofaq/General.pdf">https://corrlinks.blob.core.windows.net/videofaq/General.pdf</a></p>	<p>Answers basic questions about CorrLinks Video Service.</p>
<p><b>Install/Update CorrLinks Video Service</b></p> <p><a href="https://corrlinks.blob.core.windows.net/videofaq/InstallingSoftware.pdf">https://corrlinks.blob.core.windows.net/videofaq/InstallingSoftware.pdf</a></p>	<p>Details steps on how to</p> <ul style="list-style-type: none"><li>• install the CorrLinks Video Service</li><li>• upgrade the software when a newer version is available.</li></ul>
<p><b>Configure and Test</b></p> <p><a href="https://corrlinks.blob.core.windows.net/videofaq/ValidateInstall.pdf">https://corrlinks.blob.core.windows.net/videofaq/ValidateInstall.pdf</a></p>	<p>How to configure and test hardware, network and internet bandwidth to confirm they are sufficient to support a video session.</p>
<p><b>Accepting a Video Session</b></p> <p><a href="https://corrlinks.blob.core.windows.net/videofaq/AcceptingRejecting.pdf">https://corrlinks.blob.core.windows.net/videofaq/AcceptingRejecting.pdf</a></p>	<p>How to <i>Accept</i> a video session invitation.</p>
<p><b>Joining a Video Session</b></p> <p><a href="https://corrlinks.blob.core.windows.net/videofaq/JoinSession.pdf">https://corrlinks.blob.core.windows.net/videofaq/JoinSession.pdf</a></p>	<p>How to <i>Join</i> the video session when the scheduled time arrives.</p>
<p><b>CorrLinks Video Service System Requirements</b></p> <p><a href="https://corrlinks.blob.core.windows.net/videofaq/SystemRequirements.pdf">https://corrlinks.blob.core.windows.net/videofaq/SystemRequirements.pdf</a></p>	<p>Details requirements needed to successfully use CorrLinks Video Service.</p>
<p><b>Improving Audio Quality</b></p> <p><a href="https://corrlinks.blob.core.windows.net/videofaq/ImprovingAudioQuality.pdf">https://corrlinks.blob.core.windows.net/videofaq/ImprovingAudioQuality.pdf</a></p>	<p>Helpful tips to maximize audio quality for your video session experience.</p>
<p><b>Improving Video Quality</b></p> <p><a href="https://corrlinks.blob.core.windows.net/videofaq/ImprovingVideoQuality.pdf">https://corrlinks.blob.core.windows.net/videofaq/ImprovingVideoQuality.pdf</a></p>	<p>Helpful tips to maximize video quality for your video session experience.</p>
<p> <b>CorrLinks YouTube Videos</b></p> <p><a href="https://www.youtube.com/channel/UCHEAiZTKJbI77E48TIF5P2Q">https://www.youtube.com/channel/UCHEAiZTKJbI77E48TIF5P2Q</a></p>	<p>How To videos detailing installation, configuring, accepting /joining and improving overall video session experience.</p>

<p style="text-align: center;"><b>Troubleshooting Guide</b></p> <p><a href="https://corrlinks.blob.core.windows.net/videofaq/TroubleshootingGuide.pdf">https://corrlinks.blob.core.windows.net/videofaq/TroubleshootingGuide.pdf</a></p>	<p>Flowcharts that will help navigate through the most commonly experienced problems.</p>
<p style="text-align: center;"><b>Looking for iOS help/information?</b></p> <p><a href="https://corrlinks.blob.core.windows.net/videofaq/General_iOS.pdf">https://corrlinks.blob.core.windows.net/videofaq/General_iOS.pdf</a></p>	<p>Link to iOS help documents and other iOS information.</p>
<p style="text-align: center;"><b>Looking for Android help/information?</b></p> <p><a href="https://corrlinks.blob.core.windows.net/videofaq/General_Android.pdf">https://corrlinks.blob.core.windows.net/videofaq/General_Android.pdf</a></p>	<p>Link to Android help documents and other Android information.</p>